

# A Study On Internal Customer Satisfaction Of L&T Formwork Shop In Supplying Construction Materials To L&T Construction

Sivaranjani C

IFET COLLEGE OF ENGINEERING

**Abstract-** This study aims to analyze the level of internal customer satisfaction among L&T Construction employees regarding the services provided by the Formwork Shop. Data were collected from 120 respondents and analyzed using Percentage Analysis, Chi-Square Test, and Correlation Analysis.

**Keywords:** Internal Customer Satisfaction, Formwork Shop, Material Quality, Delivery Performance, L&T Construction

## I. INTRODUCTION

Internal customer satisfaction refers to the degree to which employees or departments are satisfied with the services and support received from other internal departments.

## II. INDUSTRY PROFILE

Overview of the global and Indian construction industry and its contribution to economic development.

## III. COMPANY PROFILE

Larsen & Toubro Limited (L&T) is one of India's leading engineering and construction conglomerates.

## IV. OBJECTIVES OF THE STUDY

1. Measure overall internal customer satisfaction.
2. Assess satisfaction with material quality.
3. Evaluate delivery performance.

## V. RESEARCH METHODOLOGY

Research Design: Descriptive

Sample Size: 120 Respondents

Data Collection: Structured Questionnaire

Tools: Percentage Analysis, Chi-Square Test, Correlation Analysis

## VI. RESULTS AND DISCUSSION

Chi-Square value = 24.318 ( $p=0.004$ ). Correlation coefficient  $r = 0.684$  ( $p=0.001$ ).

## VII. FINDINGS

Designation influences satisfaction levels. Timely delivery positively influences confidence in material quality.

## VIII. SUGGESTIONS

Improve communication regarding delays and strengthen quality inspection procedures.

## IX. CONCLUSION

The Formwork Shop significantly contributes to operational efficiency and internal customer satisfaction.